

DEPARTMENT OF TECHNOLOGY SERVICES
STATEWIDE TELECOMMUNICATIONS AND NETWORK DIVISION

**AGENCY TELECOMMUNICATIONS REPRESENTATIVE
BULLETIN 06-01**

DATE: May 15, 2006

SUBJECT: NEW DGS PUBLIC PAYPHONE MASTER SERVICES AGREEMENT

ACTION:

- The Chief Agency Telecommunications Representative should distribute copies of this bulletin to the appropriate staff and managers responsible for maintaining, procuring, or paying for public payphone services for your organization.

BENEFITS:

- The new Public Payphone Master Services Agreement (MSA) awarded by the Department of General Services, Procurement Division (DGS-PD), provides for reliable, high quality, and widely available public payphone equipment and services.
- The new MSA provides State and local government agencies with a simple means to access public payphone equipment and services under new terms and conditions negotiated by DGS-PD.

KEY POINTS:

The new MSA was awarded to **Pacific Telemanagement Services (PTS)** by the DGS-PD, who will also manage the new contract. The new MSA:

- Will no longer be the responsibility of the DGS Telecommunications Division, Office of Network Services (TD-ONS), who managed previous Public Payphone MSAs. The TD-ONS has moved to the Department of Technology Services, and is now known as the Statewide Telecommunications and Network Division (DTS-STND).
- Is effective May 1, 2006 for three (3) years with two (2) one (1) year extensions, at the State's option.
- Is not mandatory to use by State agencies. Agencies may use the new DGS-PD MSA or negotiate a contract with a separate provider. Contract negotiations with a separate provider must follow DGS Procurement policies. Refer to <http://www.pd.dgs.ca.gov> for DGS procurement requirements.
- Includes terms and conditions for special needs at California correctional facilities as noted in the MSA, Section II, Item F, Group 2.
- Has a flat rate labor cost of \$250 per unit for new installations and relocations/reinstallations.

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- Has a flat rate monthly preventive maintenance and repair cost of \$100 per unit.
- Provides a separate toll-free number for Agency staff to report service issues, Monday – Friday, from 8 a.m. to 5 p.m. All customer calls are to be returned within 24 hours (1 business day).
- Agencies may obtain services from PTS by contacting:

Eryka Le Beouf-Johnson
Pacific Telemanagement Services
14472 Wicks Boulevard
San Leandro, CA 94577
(510) 346-3629

BACKGROUND:

On April 4, 2006, the DGS-PD awarded a new public payphone Master Services Agreement (MSA 54156) to PTS, which became effective May 1, 2006. Public payphone services were previously provided by two DGS TD-ONS MSAs with MCI and Verizon.

These MSAs, known as TD-ONS-(01) and (02) respectively, ended on April 30, 2006. Because public payphone service is now considered a commodity service, it is not necessary for the new DTS-STND to manage MSA 54156 or future MSAs for these services.

For more information on MSA 54156, see the DGS-PD website at <http://www.pd.dgs.ca.gov/masters/default.htm> or contact Rosemary Linares of DGS-PD at (916) 375-4390.



Sandra Bierer, Deputy Director
Statewide Telecommunications Network Division

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